Filing Receipt

Filing Date - 2024-08-29 12:18:01 PM

Control Number - 56822

Item Number - 68

PROJECT NO. 56822

INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE BY UTILITIES IN HOUSTON AND SURROUNDING COMMUNITIES	§ § § §	**PUBLIC UTILITY COMMISSION OF TEXAS**

BARTLETT ELECTRIC COOPERATIVE'S RESPONSE TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC CO-OPS QUESTION NOS. STAFF 1-1 THROUGH 1-120

TO: John Lajzer, Public Utility Commission of Texas, 1701 N. Congress Ave., Austin, Texas 78711

Daniel Sanders files these responses to Commission Staff's First Request for Information to Targeted Electric Co-ops, Question Nos Staff 1-1 through 1-120 ("Staff's First RFIs to Co-ops"). Commission Staff directed that responses to Staff's First RFIs to Co-ops be filed by August 30, 2024, thus these responses are timely filed. Daniel Sanders stipulates that its responses may be treated by all parties as if they were filed under oath.

Dated: August 29, 2024

Respectfully Submitted,

Daniel Sanders

STAFF 1-1

Provide the following information concerning the last hurricane or major storm drill conducted in 2024:

a. The date the drill was conducted;

b. The category of hurricane drilled and any conditions (e.g., where the hurricane made landfall, date hurricane made landfall, status of infrastructure and vegetation management activities in affected area, aid received vs aid requested from mutual assistance programs, total number of customers in anticipated affected area) used in the drill;

c. A description as to how the drill conducted in 2024 differed materially from the previous annual drill;

d. The identity of all third-party vendors that assisted in either conducting or preparations for the 2024 hurricane drill;

e. The identity of all other electric, water, sewer, or telecommunication utilities that were invited to participate in your 2024 hurricane drill and a description of their participation;

f. The identity of all local government, trade associations, medical and eldercare facilities, community organizations, PGCs, and REPs that were invited to participate in your 2024 hurricane drill and a description of their participation;

g. How performance during the 2024 hurricane drill was measured; and

h. Any feed-back whether internally or externally from a third-party vendor or party invited to participate in the 2024 hurricane drill.

RESPONSE:

a-h) The Public Utility Commission EOP Rule (Section 25.53) requires Cooperatives to include a Hurricane Plan if BEC's facilities (service area) is located within a hurricane evacuation zone, as defined by the Texas Department of Emergency Management (TDEM). BEC's services area and facilities are not within a "Hurricane Evacuation Zone", therefore, BEC has not included a Hurricane Annex in BEC's EOP and has not conducted a hurricane storm drill in 2024.

BEC did initiate its EOP in February 2023. See Attachment 1 for details.

SPONSOR: Daniel Sanders

STAFF 1-2 Do you ever seek participation of your customers during a hurricane drill? If yes, please provide a description of their level of involvement.

RESPONSE:

The Public Utility Commission EOP Rule (Section 25.53) requires Cooperatives to include a Hurricane Plan if BEC's facilities (service area) is located within a hurricane evacuation zone, as defined by the Texas Department of Emergency Management (TDEM). BEC's services area and facilities are not within a "Hurricane Evacuation Zone", therefore, BEC has not included a Hurricane Annex in BEC's EOP and has not conducted a hurricane storm drill in 2024.

SPONSOR: Daniel Sanders

STAFF 1-3 Are actual events and conditions experienced during a previous hurricane or storm used in the next year's hurricane or major storm drill? If yes:

a. How long would an actual storm be used to set the conditions for future hurricane drills?

b. What hurricanes and major storms were used to set the conditions for the 2024 hurricane drill?

RESPONSE:

The Public Utility Commission EOP Rule (Section 25.53) requires Cooperatives to include a Hurricane Plan if BEC's facilities (service area) is located within a hurricane evacuation zone, as defined by the Texas Department of Emergency Management (TDEM). BEC's services area and facilities are not within a "Hurricane Evacuation Zone", therefore, BEC has not included a Hurricane Annex in BEC`s EOP and has not conducted a hurricane storm drill in 2024.

SPONSOR: Daniel Sanders

STAFF 1-4 Please identify any electric, water, sewer, or telecommunication utilities that invited you to participate in their 2024 hurricane or major storm drill.

RESPONSE:

No electric, water, sewer, or telecommunication utilities invited Bartlett Electric Cooperative to participate in any hurricane or major storm drill in 2024.

SPONSOR: Daniel Sanders

STAFF 1-5 Please identify all resources, internal or external, used for weather or storm tracking purposes before July 8, 2024.

RESPONSE:

Weather Service / Information Resources	
Storm Geo – Weather Service	www.stormgeo.com
ERCOT – Meteorologist Report	www.ercot.com/about/weather
NWS – 5-day Rain Forecast	www.wpc.ncep.noaa.gov/qpf/day1-5.shtml
NWS – West Gulf River Forecast	www.weather.gov/wgrfc/
NWS – Current Radar	radar.weather.gov
NOAA – Storm Prediction (Tornadoes)	www.spc.noaa.gov
NOAA – Storm Prediction (Hurricane & Tropical Storms)	www.nhc.noaa.gov
ASCTX-Weather	https://warncentraltexas.org/

SPONSOR: Daniel Sanders

STAFF 1-6 How many days before projected landfall do you start tracking storms that could affect or disrupt operations within your service area?

RESPONSE:

BEC monitors 10-day forecasts.

SPONSOR: Daniel Sanders

STAFF 1-7 How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl?

RESPONSE:

BEC began tracking Hurricane Beryl on Wednesday, July 3rd, 5 days before the storm made landfall. BEC monitored this storm for the purposes of releasing contractors to respond to affected areas along the coast & to prepare for mutual aide requests from affected cooperatives.

See attachment 2.

SPONSOR: Daniel Sanders

STAFF 1-8 Do you check the functionality or performance of your outage tracker as part of your regular storm preparation procedures?

RESPONSE:

Yes

SPONSOR: Daniel Sanders

STAFF 1-9 How far in advance of landfall did you initiate requests for mutual assistance?

RESPONSE:

Mutual assistance was not necessary for BEC to maintain reliable service during Hurricane Beryl. BEC's operations personnel responded to mutual assistance requests from a cooperative affected by the destruction of Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-10 Provide information as to how restoration efforts are prioritized, and resources are allocated following a hurricane or major storm. For purposes of this question, please provide how these prioritizations and allocation guidelines were used in practice during your response to Hurricane Beryl.

RESPONSE:

- In major events with widespread outages across BEC's service area, BEC will utilize the following guidelines for restoration:
    - BEC may elect to implement an Incident Command Structure depending on the scope and scale of the outage / emergency event.
    - BEC will first conduct assessments of the outage situation to identify the condition of major facilities and system infrastructure.
    - Once BEC has information on status of the BEC distribution system, along with information from ERCOT and BRAZOS EC regarding the ERCOT system and the regional transmission system, BEC will develop a restoration plan with the following goals and priorities:
        - BEC will target main infrastructure (system "backbone" feeders) that will allow the greatest number of facilities and accounts to be re-energized.
        - BEC will identify and strive to restore service to the public safety accounts and the largest groups of end-users (i.e., feeders, laterals, busses, and individual members); Rural Water Systems; Communications Infrastructure.
        - Special conditions arising from an emergency pertaining to service interruptions that have the potential for life-threatening or hazardous consequences will be given priority status if expedited restoration at the location is practical.
        - Priority Sequence for Power Restoration:
            - Minimization of danger to public health and property. This may include restoration of power to critical loads. Customers with medical equipment loads will be given special consideration.
            - Restoration of power to substations.
            - Restoration of power to substation circuits.
            - Restoration of power to trunk lines.
            - Restoration of power to tap lines.
            - Restoration of power to individual services.

  - Contract crews and mutual assistance crews may be used. These crews will be accompanied and coordinated by assigned BEC personnel when possible.
  - At the beginning of each work shift, the Operations Officer will conduct a briefing for all supervisors and personnel with work assignments. The briefing will cover the work assignments, any outstanding issues and important safety issues. The briefings will include a daily safety briefing.
- BEC will utilize the standard "lock-out / tag-out" procedures which are documented in the BEC Safety Manual.
- The priority of BEC in restoring service shall be to locations involving electric service to critical loads, including to gas pipelines and infrastructure serving generation facilities along with hospitals, nursing homes, and other locations involving community health and safety.
- In addition to priorities concerning community health and safety, crews shall be assigned to defined areas. Generally, crews shall concentrate on a given feeder, working to the end or to a sectionalizing point, and then returning to restore service on single phase lines or taps off the feeder.
- Restorations shall be done systematically, avoiding pressure from individuals for special attention. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not on special assignments, these crews may be used to repair individual services.
- No crew shall be sent to work in a county or area where a known biohazard or terrorist act has occurred until clearance has been granted by the county sheriff's department in the affected area.

BEC did not experience any outages related to Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-11 Describe the procedures during an emergency for handling complaints and for communicating with the public; the media; customers; the commission; the Office of Public Utility Counsel (OPUC); local and state governmental entities, officials, and emergency operations centers, the reliability coordinator for your Company's power region; and critical load customers directly served by the entity.

RESPONSE:

BEC shall designate personnel to be responsible for receiving and responding to customer complaints. BEC will coordinate with the Chief Operations Officer to provide updates to the public, customers, the media, and government organizations through the BEC website and social media. If the PUCT or OPUC were to request more information or reports, then this communication would be coordinated by the Chief Operations Officer.

SPONSOR: Daniel Sanders

STAFF 1-12 Does your company use an operating condition system? If yes, define each level of the operating condition system and actions taken at each level. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

Bartlett Electric Cooperative does us an operating condition system. This is defined in section 5.4 Emergency Levels Policy/Procedures of the EOP filed with the PUCT.

> When a situation, event, or incident is deemed to be an emergency, BEC shall utilize an Incident Command Structure (ICS) to coordinate activities and manage the event. This shall ensure that there are clear roles and responsibilities for each emergency event.
>
> The Incident Commander is responsible for completing an "Emergency Declaration and Tracking Form" (EDT-Form) which is attached in the Appendix. This form shall document the time, scope, and expected duration along with other key documentation of the event. If an emergency event changes state (e.g., from a "P" to an "E-1"; or from an "E-2" to an "E-3"), this form shall reflect these and other changes in status and relevant information regarding the emergency response.
>
> **5.4.2 Event Categories**
>
> **The designation of an electric system emergency event or incident shall generally fall into the following types and levels of emergencies:**
>
> - **Pre-Emergency Preparation (P)**
> - BEC conducts normal business while individuals responsible for emergency preparation tasks initiate these preparatory tasks.
> - Typically lasts up to 24 hours and may escalate if forecasts or actual events unfold or if corrective measures are not timely and effective.
> - An Incident Commander may be designated depending on the potential impact of the storm or forecasted event. If designated, the Incident Commander will typically be the Director of Engineering and Operations or a District Operations Supervisor.
> - **Significant Event(s) (E-1)**
> - The emergency event is significant in a limited area. The loss or curtailment of service affects a limited area of the system and should be corrected within 24 hours (for example, a disruption of electric service in one or more districts, with power being restored to all areas within 24 hours).
> - An Incident Commander may be designated. If designated, the Incident Commander will typically be the Director of Engineering and Operations or an Operations Supervisor. The Incident Commander shall determine if other

ICS roles are required. If required, the Incident Commander shall identify the BEC management and/or staff personnel to fill all or some of the ICS roles (Operations/Restoration, Logistics, Finance/Administration, Member Care Services, Technology, and Communications).

- **Major Event(s) (E-2)**
  - A segment of the organization has experienced a power interruption or other significant business disruption in excess of 24 hours, or where the need for power restoration requires the suspension of normal field work.
  - Major events are severe but not yet catastrophic. This type of emergency needs to be monitored closely to determine if, in fact, it will escalate to a catastrophic condition.
  - Major events are expensive and can include problems like loss of critical components of the electric infrastructure such as substations, transmission assets (owned by BRAZOS EC), and large amounts of BEC's distribution system. Could include loss of BEC's ability to conduct business.
  - An Incident Commander shall be designated. This will typically be the Director of Engineering and Operations. The Incident Commander shall identify the BEC management and/or staff personnel to fill the ICS roles (Operations/Restoration, Logistics, Finance/Administration, Member Care Services, Technology, and Communications). It is likely that 2 or more personnel will be required to fill each ICS role due to the extended nature of the emergency event.
- **Catastrophic Event(s) (E-3)**
  - A Catastrophic Event can occur when a significant portion of the electric system is lost due to a natural or man-made disaster; or the computer center is lost due to system failure for an extended period.
  - The organization must have systems in operation within 72 hours or experience significant economic loss.
  - An Incident Commander shall be designated. This will typically be the Director of Engineering and Operations. The Incident Commander shall identify the BEC management and/or staff personnel to fill the ICS roles (Operations/Restoration, Logistics, Finance/Administration, Member Care Services, Technology, and Communications). It is likely that 2 or more personnel will be required to fill each ICS role due to the extended nature of the emergency event.
- **Recovery (R)**
  - After an emergency event the organization shall require a period to return to normal operations.

- The Incident Commander shall work with the Director of Engineering and Operations and BEC Managers to organize the recovery tasks, reporting tasks, and other related operational and business actions required for the full recovery of the system and operations.

SPONSOR: Daniel Sanders

STAFF 1-13 Explain the system and tools used to manage all emergency response assignments. Your response should include management of mutual assistance and contract personnel and consider needed food and lodging facilities.

RESPONSE:

In the event of an emergency, BEC will utilize the standard organization structure to manage the event. The CEO will serve as the Incident Commander and oversee all aspects of the response efforts and tasks. Based on the duration of the event, the CEO may designate other BEC managers in the Incident Command role.

Additionally, the CEO will utilize BEC managers, supervisors and key staff in both standard roles and may designate personnel to assume other functional responsibilities and tasks, which may be outside the traditional job duties. Some of these assigned responsibilities may align with NIMS Incident Command Structure (ICS) roles, such as logistics, communication, restoration, and other functional roles.

Other non-traditional roles and tasks may include utilizing lineman to assist and orient contractors; engineering personnel in the field tasked with system evaluations; and other possible assignments on member services and other office personnel related to logistical support for lodging, meals and other types of logistical support.

SPONSOR: Daniel Sanders

STAFF 1-14 How far in advance of the May 2024 Derecho and Hurricane Beryl did you initiate emergency preparations? Describe the timeframes for the preparation work in anticipation of emergency operations plan activation. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

Reference Section 3 Pre-Identified Supplies for Emergency Response Plan & Section 4 Staffing During Emergency Response Plan in the EOP filed with the PUCT.

BEC maintains an adequate inventory to support on-going construction and operation of the BEC electrical system, and some additional inventory to be used in the event of a natural disaster or disruptions of electrical service to members. In a large-scale severe weather emergency that impacts the BEC system, BEC would likely need to obtain materials from other sources including TEC, contractors / suppliers, and other regional Cooperatives.

SPONSOR: Daniel Sanders

STAFF 1-15 Please provide a timeline of your Company's response to the May 2024 Derecho and Hurricane Beryl.

RESPONSE:

May 16, 2024, at 3:30pm the Derecho weather event caused outages primarily in Bell County. Multiple crews were dispatched to Killeen and Bartlett to respond to outages associated with lightning and tree failure. All tree failures were associated with large trees outside of the right of way. Crews restored power during high wind and isolated flooding conditions.

July 8, 2024, Hurricane Beryl did not generate outages outside of the normal scope of thunderstorm conditions. BEC crews were dispatched to isolated events and power was restored.

SPONSOR: Daniel Sanders

STAFF 1-16 Please detail the extent and duration of outages experienced by your customers during and in the aftermath of the May 2024 Derecho and Hurricane Beryl. Include the total number of customers affected; minimum, maximum, and average hours of service interruptions; and maximum and average time to service restoration in your response.

RESPONSE:

From May 16th through 17th, BEC experienced:

Three outages involving material or equipment failure, affecting 58 services, averaging 11 hours of service interruption time, a minimum of 5 hours of service interruption time, and a maximum of 18 hours of service interruption time.

Three outages involving tree failure, affecting 321 services, averaging 8 hours of service interruption time, a minimum of 1 hour of service interruption time, and a maximum of 11 hours of service interruption time.

Twenty-five outages involving lightning or other storm conditions, affecting 260 services, averaging 6 hours of service interruption time, a minimum of 1 hour of service interruption time, and a maximum of 21 hours of service interruption time.

From July 6th through 8th, BEC experienced:

Three outages involving lightning or other storm conditions, affecting 17 services, averaging 1 hour of service interruption time, a minimum of 1 hour of service interruption time, and a maximum of 2 hours of service interruption time.

Three outages involving blown line fuses from unknown causes, affecting 4 services, averaging 1 hour of service interruption time, a minimum of 1 hour of interruption time, and a maximum of 21 hours of interruption time.

SPONSOR: Daniel Sanders

STAFF 1-17 Provide the following information concerning your service territory:

a. Identify the geographic areas that experienced the highest number of outages and longest duration of outage due to the May 2024 Derecho. Your response should identify the neighborhood, city, zip code, and county if possible.

b. Identify the geographic areas that experienced the highest number of outages and longest duration of outage due to the Hurricane Beryl. Your response should identify the neighborhood, city, zip code, and county if possible.

c. Identify or describe the factors that contributed to the areas identified in response to subparts (a) and (b) as being particularly vulnerable.

RESPONSE:

a) The largest outage in number of services affected and in duration occurred outside the city of Bartlett. This area is in Bell County with a zip code of 76511. The largest group of outages occurred in the Ding Dong and Harker Heights areas. This area is in Bell County with zip codes of 76542 and 76548.
b) The largest outages in number and duration occurred in the Bartlett and Schwertner area. This area is located in Bell County with zip codes of 76511 and 76573.
c) Tree failure from outside of the Right of Way is a large factor with outages, especially in locations along rivers. Flooding made access to infrastructure hazardous.

SPONSOR: Daniel Sanders

STAFF 1-18 Describe any challenges in restoring operations your Company encountered due to the May 2024 Derecho or Hurricane Beryl.

RESPONSE:

Isolated flood conditions and high winds were the only weather challenges associated with power restoration during the events.

SPONSOR: Daniel Sanders

STAFF 1-19 Please provide a copy of the after-action reports or provide a date by when the action reports will be completed for the May 2024 Derecho and Hurricane Beryl.

RESPONSE:

No after-action reports were necessary to maintain reliability for BEC's system post Derecho & Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-20 Please provide any additional information and describe any concerns that may be helpful to this investigation.

RESPONSE:

BEC does not have any concerns or additional information to provide for this investigation.

SPONSOR: Daniel Sanders

Electric Utilities Communication and Coordination

STAFF 1-21 Provide the following information concerning the communication strategy and policy in place before July 8, 2024:

a. What consideration is given to local governments, community organizations, and other electric, water, sewer, and telecommunication utilities concerning your communication strategy after a hurricane or major storm in your service territory?

b. Describe any augmentation to staffing at call centers or help desks that would occur in advance of or after a hurricane or major storm entered your service territory.

c. For transmission and distribution utilities, please describe how your company coordinates communication to end-use customers with retail electric providers.

RESPONSE:

a) All BEC members are encouraged to reference BEC's website and social media platforms to receive broad system restoration updates surrounding major events. Individual updates are supplied to accounts utilizing SMS text services.
b) No augmentation of staffing occurred related to events on or surrounding July 8, 2024.
c) BEC uses an SMS text service that passes along information about individual outages to the end-of-use customers. This SMS text service and BEC's website and social media can be used to notify the end-use customers of potential outages and relevant updates.

SPONSOR: Daniel Sanders

STAFF 1-22 Describe your communication strategy with the public before, during, and after the May 2024 Derecho and Hurricane Beryl and by what means these communications were conducted.

RESPONSE:

During the May 2024 Derecho and Hurricane Beryl events, SMS messages were sent in acknowledgement of the outages.

SPONSOR: Daniel Sanders

STAFF 1-23 Please provide any available data regarding customer feedback you received in response to your service restoration efforts during and in the aftermath of Hurricane Beryl.

RESPONSE:

There is no data provided by the membership regarding Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-24 What steps are being taken to improve coordination and communication with local governments, medical and eldercare facilities, community organizations, trade associations, and other similar organizations for future significant weather events?

RESPONSE:

There is no known communication and coordination issues with local governments, medical and eldercare facilities, community organizations, trade associations, and other similar organizations.

SPONSOR: Daniel Sanders

STAFF 1-25 What steps are being taken to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events?

RESPONSE:

There is no known communication and coordination issues with other electric, water, sewer, and telecommunication utilities for future significant weather events.

SPONSOR: Daniel Sanders

STAFF 1-26 Provide the following information concerning call centers and help desks used by your company before July 8, 2024:

a. How many people work in call centers or help desks?

b. Of these people, please provide the percentage of these employees that are full-time employees (FTE), contracted labor, or temporary/seasonal workers.

c. What is the target wait time or response time for calls?

d. What is the target resolution time for calls?

e. Provide a detailed description of company-specific training provided to call center and help desk operators concerning major outages and major weather events including, but not limited to, hurricanes and high wind events.

f. What is the maximum call volume for the call centers of help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

RESPONSE:

a) At BEC, five personnel. BEC contracts with Basin Electric Power Cooperative headquartered in Bismark, ND for their calls outside normal business hours and in major events. Basin EPC employs approximately 35 people in the call center.
b) 100%
c) Call center does not maintain a target wait time.
d) Basin Electric does not target a resolution time for calls but instead is aimed at First Call Resolution. Whereas an issues or inquiries are resolved during the first interaction, without the need for follow-up calls or escalations.
e) Basin provides in person training to employees where an experienced trainer or mentor provides guidance and support to a trainee while they perform tasks in real-time.
f) Basin Electric can maintain a call volume of 100 concurrent calls at a time.

SPONSOR: Daniel Sanders

STAFF 1-27 Provide the daily average and peak call volume to your call centers or help desks during or in the aftermath of Hurricane Beryl. For purposes of this question, please provide responses for each day from July 8, 2024, through the date power was restored to at least 99% of the customers in the service territory in the Impacted Area.

RESPONSE:

BEC received 61 calls on July 8, 2024.

SPONSOR: Daniel Sanders

STAFF 1-28 Describe how you communicated and shared information on recovery resources and updates with local and state leaders as well as your customers during leading up to, during, and in the aftermath of Hurricane Beryl.

RESPONSE:

Hurricane Beryl did not threaten BEC's distribution system. There was not communications effort in regard to Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-29 Please indicate whether calls incoming to your call centers, help desks, or priority call desks are recorded, and if so, provide your retention schedule for the captured calls.

RESPONSE:

Incoming calls are recorded at BEC and Basin SRS. All calls are recorded, and records are maintained for 90 days.

SPONSOR: Daniel Sanders

STAFF 1-30 If calls incoming to your priority call desks are not recorded, please indicate if incoming calls are logged or otherwise tracked. If tracked or logged, please provide a copy of all logged or otherwise tracked calls to the priority call desk during or in the aftermath of Hurricane Beryl.

RESPONSE:

Incoming calls are recorded at BEC and Basin SRS. All calls are recorded, and records are maintained for 90 days.

SPONSOR: Daniel Sanders

STAFF 1-31 Please provide an audio copy and transcript of any pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by your call centers or help desks and the date these messages were utilized.

RESPONSE:

There were no pre-recorded messages related to the May 2024 Derecho or Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-32 Provide the following information concerning the outage tracker in use on July 8, 2024:

a. The date the outage tracker was rolled out to customers.

b. The last date the software underpinning the outage tracker was updated.

c. whether the outage tracker was functioning during the May 2024 Derecho and Hurricane Beryl as intended or provide an explanation as to why not.

d. Whether the outage tracker was mobile-friendly;

e. the languages supported by the outage tracker;

f. Whether the outage tracker captured circuit-specific or meter-specific information or both.

g. Whether the outage tracker was cloud-based or operated through an on-premises server?

h. The maximum number of simultaneous users the outage tracker was designed to accommodate.

i. Whether you had internal facing redundancies/contingencies for outage tracking, and if so if these redundancies/contingencies were utilized during your response to Hurricane Beryl.

j. The date of the last stress or load test of the outage tracker.

RESPONSE:

a) April 2019 (NISC OMS implementation, website outage map included)
b) May 14th, 2024
c) Outage tracker was functioning.
d) Yes
e) English
f) Both
g) Cloud-based
h) BEC web-based outage tracker can accommodate all of its membership simultaneously.
i) Yes, there are redundancies for outage tracking. Hurricane Beryl did not provide a major response from BEC.
j) BEC experienced severe thunderstorms throughout the Spring storm season. The outage tracker was utilized extensively during these events.

SPONSOR: Daniel Sanders

STAFF 1-33 Provide daily total and peak numbers of users accessing your outage tracker in the greater Houston area during each day of the May 2024 Derecho event.

RESPONSE:

0

SPONSOR: Daniel Sanders

STAFF 1-34 Provide the daily total and peak number of users accessing your outage tracker in the Impacted Area starting from July 8, 2024, through the date service was restored to 100% of your service territory.

RESPONSE:

0

SPONSOR: Daniel Sanders

STAFF 1-35 Describe any processes or policies adopted by your company as contingencies to inform customers about service outages and estimated restoration times in the event the outage tracker is offline.

RESPONSE:

BEC utilizes SMS text services to provide individual updates to the cooperative membership.

SPONSOR: Daniel Sanders

STAFF 1-36 Please indicate if the processes or policies described in your response to Staff 1-35 were utilized during either the May 2024 Derecho event or in the aftermath of Hurricane Beryl. If they were, please identify the dates the identified processes and policies were activated.

RESPONSE:

October 2, 2023

SPONSOR: Daniel Sanders

STAFF 1-37 Please provide a breakdown of smart meters currently in service for each county in your service territory that was included within the Impacted Area. In providing a response to this question, please provide both raw numbers and answers as a percentage of total customers in each county.

RESPONSE:

All services have smart meters.

SPONSOR: Daniel Sanders

STAFF 1-38 Provide the date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area.

RESPONSE:

BEC's system was not affected by Hurricane Beryl. There was not communication with local governments in relation to this event.

SPONSOR: Daniel Sanders

STAFF 1-39 Describe what processes, if any, you had in place on or before July 8, 2024, to contact medical and eldercare facilities or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of a hurricane or major storm. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

Member services team will call, text or email Critical Load Members to provide relevant information. BEC also utilizes SMS text to notify individual members of potential impacts related to major storms.

Reference the following sections of BEC's EOP filed with the PUCT:

2.3.4 Communication with the Public

2.3.5 Communication with the Media

2.3.6 Communication with the Members

2.3.7 Communication with the PUCT

2.3.8 Communication with the OPUC

2.3.9 Communication with Local and State Governmental Entities, Officials, and (County) Emergency Operations Centers

2.3.10 ERCOT

2.3.11 Critical Load Customers

SPONSOR: Daniel Sanders

STAFF 1-40 If your company has a process to contact critical care facilities, provide the date and method (e.g., email, phone call, text message) you initially contacted medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.

RESPONSE:

BEC's system was not affected by Hurricane Beryl. There was not communication with medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-41 Please describe how you communicate and with what frequency you communicate with critical care and at-risk customers about service outages and restoration efforts.

RESPONSE:

Reference section 2.3.11 Critical Load Customers in EOP filed with PUCT.

BEC will call, text or email critical load members to provide relevant information related to restoration efforts.

SPONSOR: Daniel Sanders

STAFF 1-42 Please describe how you communicate and with what frequency you communicate with critical care and at-risk customers about service outages and restoration efforts.

RESPONSE:

During major events updates are provided to BEC membership at least daily through our Cooperative website, social media, accounts. Estimated times of restoration are provided to individual accounts utilizes SMS text.

SPONSOR: Daniel Sanders

STAFF 1-43 For ERCOT-located utilities, please describe any communication with interconnected power generation companies regarding their operational status during Hurricane Beryl.

RESPONSE:

There was no communication regarding operational status during Hurricane Beryl with interconnected power generation companies.

SPONSOR: Daniel Sanders

Electric Utilities – Customer Restoration Workflow

STAFF 1-44 Please state whether you have a service restoration plan regarding service outages caused by extreme or emergency weather events. If you do, please provide a copy of that plan(s). Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

Reference EOP filed with PUCT:

(A) Weather Emergency Annex

See attachment 3.

SPONSOR: Daniel Sanders

STAFF 1-45 Please describe the procedures followed for customer restoration of service, including prioritization criteria and timelines for restoration or service. Please note if these policies may lead to quicker restoration of service for an area of your service territory relative to the others and why.

RESPONSE:

Priority Sequence for Power Restoration:

Minimization of danger to public health and property. This may include restoration of power to critical loads. Customers with medical equipment loads will be given special consideration.

Restoration of power to substations.

Restoration of power to substation circuits.

Restoration of power to trunk lines.

Restoration of power to tap lines.

Restoration of power to individual services.

Timelines for restoration of service vary from one event to another. The following variables are different for each event:

- Weather conditions
- Volume of damage equipment
- Location and accessibility of damaged equipment

Members located near the substation feeders will have service restored before single taps at the end of a circuit during major weather events.

SPONSOR: Daniel Sanders

STAFF 1-46 Please describe and explain any changes or modifications made to your service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.

RESPONSE:

Feeder routes have been analyzed and future work plan projects will be prioritized to remove main feeders from plowed fields and flood plains to Farm to Market and County Roads.

SPONSOR: Daniel Sanders

STAFF 1-47 Please provide a county-by-county summary of date on which and number of damage assessment, vegetation, and linemen crews that you deployed to assess and begin service restoration efforts after Hurricane Beryl made landfall in the Impacted Area.

RESPONSE:

All outages that occurred from July 6th through 8th took place in Bell County and Williamson County.

0.13% of services in Williamson County experienced power outages on July 6th. All services were restored in the same day.

0.17% of services in Bell County experienced power outages on July 6th. All services were restored in the same day.

0.03% of services in Bell County experienced power outages on July 8th. All services were restored in the same day.

SPONSOR: Daniel Sanders

STAFF 1-48 Please provide a county-by-county summary of the percentage of your customers that did not have service due to outages caused by Hurricane Beryl for each day from the day Hurricane Beryl made landfall in the Impacted Area to when service was fully restored to your customers.

RESPONSE:

Call notes are automatically imported into the Outage Management System and checked by employees for any helpful information to determine a cause of the outage before heading to said outage. This will sometimes help speed up the restoration efforts.

SPONSOR: Daniel Sanders

STAFF 1-49 Please describe how calls received by your call centers during and after Hurricane Beryl were incorporated in your service restoration workflow and processes.

RESPONSE:

All outage calls generate an outage in the outage management system. Crews are assigned to outages based on their proximity to the location. Members are notified by SMS text during the following stages of an outage:

- Outage is generated by Automated metering infrastructure.
- Crew assignment
- Estimated time of restoration is provided.
- Power is restored.

SPONSOR: Daniel Sanders

STAFF 1-50 Please describe your coordination efforts with local, state, and federal agencies, as well as any other stakeholders regarding service restoration before, during, and after Hurricane Beryl. Please provide details of any formal agreements or understandings with these parties.

RESPONSE:

Hurricane Beryl did not require BEC to coordinate efforts with any outside organization for restoration efforts.

SPONSOR: Daniel Sanders

STAFF 1-51 Excluding the need to clear significant volumes of vegetation, please identify and described any major challenges you experienced during the process of restoring service to your customers before, during, and after Hurricane Beryl and any solutions implemented to address those challenges.

RESPONSE:

There were no challenges related to power restoration related to Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-52 Please describe any lessons learned about restoring service to customers during Hurricane Beryl and how what you learned will inform restoration efforts in the future.

RESPONSE:

Hurricane Beryl did not provide any valuable lessons learned. It did not affect BEC's distribution system.

SPONSOR: Daniel Sanders

STAFF 1-53 Does your utility employ the National Incident Management System? If yes, please provide the date on which your utility starting using NIMS as its framework for managing emergency event response.

RESPONSE:

Yes

April 18, 2022

SPONSOR: Daniel Sanders

STAFF 1-54 Are your emergency response personnel trained in Incident Command System processes? If not, please describe any training your emergency event management personnel have received and how they interact with local and state officials and other utilities.

RESPONSE:

Yes

SPONSOR: Daniel Sanders

Distribution Infrastructure

STAFF 1-55 Please explain your process for evaluating and replacing distribution poles. Please include an explanation for the following in your response:

a. How frequently this evaluation is conducted;

b. What criteria you utilize for this evaluation; and

c. When you decide to replace the distribution pole.

RESPONSE:

a) Each pole is evaluated at least every 10 years per
b) Core samples are taken at the time of inspection to measure wood conditions along with a visual inspection.
c) Based on the results of the contractor pole inspections, BEC prioritizes poles that fail inspection for replacement.

SPONSOR: Daniel Sanders

STAFF 1-56 Please provide your minimum required right-of-way (ROW) width for both 3-phase and single-phase distribution lines.

RESPONSE:

20 feet for both 3-phase and single-phase distribution lines.

SPONSOR: Daniel Sanders

STAFF 1-57 Identify all feeders on your distribution system affected by Hurricane Beryl or the May 2024 Derecho and provide the following for each identified feeder in MS Excel format:

a. The quantity and percentage of each installed pole type (e.g., wood, composite, steel, concrete, other) on the feeder before Hurricane Beryl;

b. The quantity and percentage of pole failures, by pole type, due to Hurricane Beryl;

c. Identify the primary cause of failure for each pole type on the feeder (e.g., trees, branches, wind, or other);

d. Identify the primary point of failure of the poles (e.g., crossarm failure, pole leaning, pole break, or other);

e. NESC construction strength and overload factors the feeder is currently built to;

f. Identify which feeders are in your plans to rebuild to a higher wind loading standard; and

g. Provide an estimate for when identified rebuilds will commence.

RESPONSE:

a)

- Bartlett 1201 has 2,018 poles, 99.5% of which are wood, and 0.5% of which are steel
- Bartlett 1203 has 1,706 poles, 99.8% of which are wood, and 0.2% of which are steel
- Buckholts 1201 has 1,869 poles, 99.9% of which are wood, and 0.1% of which are steel
- Cedar Valley 2411 has 2,416 poles, 99.8% of which are wood, and 0.1% of which are steel
- Cedar Valley 2413 has 1,481 poles, 99.9% of which are wood, and 0.1% of which are steel
- Ding Dong 2402 has 1,488 poles, 99.9% of which are wood, and 0.1% of which are steel
- Ding Dong 2403 has 723 poles, 99.7% of which are wood, and 0.3% of which are steel
- Ding Dong 2404 has 434 poles, 99.8% of which are wood, and 0.2% of which are steel
- Schwertner 2401 has 2,005 poles, 100.0% of which are wood.
- Schwertner 2402 has 667 poles, 100.0% of which are wood.
- Sonterra 2412 has 1,053 poles, 99.9% of which are wood, and 0.1% of which are steel
- Sonterra 2413 has 896 poles, 99.9% of which are wood, and 0.1% of which are steel
- Talbertridge 1202 has 2,089 poles, 99.6% of which are wood, 0.3% of which are steel and 0.1% are made of other materials
- Thorndale 1201 has 383 poles, 99.7% of which are wood, and 0.3% of which are steel
- Trimmier 2401 has 581 poles, 100.0% of which are wood.
- Trimmier 2402 has 356 poles, 99.7% of which are wood, and 0.3% of which are steel
- Trimmier 2403 has 945 poles, 99.8% of which are wood, and 0.2% of which are steel
- Trimmier 2404 has 739 poles, 100.0% of which are wood.

Substation	Circuit	Wood	Steel	Other
Bartlett	1201	2008	10	0
Bartlett	1203	1703	3	0
Buckholts	1201	1867	2	0
Cedar Valley	2411	2412	3	1
Cedar Valley	2413	1480	1	0
Ding Dong	2402	1486	2	0
Ding Dong	2403	721	2	0
Ding Dong	2404	433	1	0
Schwertner	2401	2005	0	0
Schwertner	2402	667	0	0
Sonterra	2412	1052	1	0
Sonterra	2413	895	1	0
Talbertridge	1202	2080	6	3
Thorndale	1201	382	1	0
Trimmier	2401	581	0	0
Trimmier	2402	355	1	0
Trimmier	2403	943	2	0
Trimmier	2404	739	0	0

- See attachment 4.

b) 0
c) There were no pole failures
d) There were no pole failures
e) BEC constructs to the NESC Medium Loading and Grade C overload factors.
f) No BEC feeder is currently planned to be rebuilt to a higher wind loading standard.
g) N/A

SPONSOR: Daniel Sanders

STAFF 1-58 If your distribution system includes feeders with poles taller than 60-feet above ground level, please provide the following:

a. Identify each feeder that has any number of poles meeting this criteria;

b. Explain the damage experienced on these lines due to either the May 2024 Derecho or Hurricane Beryl; and

c. Explain the design criteria for these types of lines.

RESPONSE:

a) Ding Dong 2402- BEC contacts several Oncor Transmission concrete transmission poles meeting these criteria. Sonterra 2413 has a few concrete poles meeting this criteria.
b) No damage was experienced in either event.
c) On Ding Dong 2402 BEC the conductor is below 60' above ground level.
    a. On Sonterra 2413, the design criteria for conductors above 60' is met based on the NESC standards.

SPONSOR: Daniel Sanders

STAFF 1-59 Please explain your standard for distribution pole embedment. In your response, please explain if this standard has changed in the last 10 years.

RESPONSE:

BEC follows the 10% of pole height plus 2' for pole setting depth, unless a deeper depth is required for added pole loading. All poles were backfilled and tamped with excavated soil until 10 years ago. Now all poles are foamed with excess dirt piled up around the base of the pole.

SPONSOR: Daniel Sanders

STAFF 1-60 Please provide the standard distribution pole size and class for both single and three phase lines on your system within the Impacted Area.

RESPONSE:

40' Class 4 Southern Yellow Pine was standard until 3 years ago 45' class 3 Southern Yellow Pine became the new standard.

SPONSOR: Daniel Sanders

STAFF 1-61 Please explain the NESC construction strength and overload factors your distribution lines were built to in the past.

RESPONSE:

BEC uses the NESC medium loading and grade C construction standards.

SPONSOR: Daniel Sanders

STAFF 1-62 Please explain any new NESC construction strength and overload factors you adopted for distribution lines in the last two years to improve system resiliency.

RESPONSE:

BEC has made no changes to its design standards in the last 2 years.

SPONSOR: Daniel Sanders

STAFF 1-63 Please provide the following information regarding distribution feeders in the Impacted Area that did not lose power during Hurricane Beryl and the May 2024 Derecho:

a. Provide the designed criteria for these lines;

b. The type of poles installed;

c. The ROW widths;

d. Explain if these lines are designed to the latest NESC construction strength and overload factors; and

e. Explain if any distribution line experienced damage but remained standing.

RESPONSE:

a) The NESC design criteria was followed.
b) All wood poles with creosote treatment.
c) At least 20' in total width with 10' on each side of the center line.
d) All NESC construction standards were met.
e) The damage ranged from trees out of the ROW falling or lightning, but all structures remained standing. Only the conductor hit the ground.

SPONSOR: Daniel Sanders

STAFF 1-64 Please provide the number of distribution poles that were in service before the May 2024 Derecho. In your response, please provide quantities by pole type and NESC wind loading criteria of the pole.

RESPONSE:

Approximately 35,000 poles. See attachment 4. All poles designed and installed to the NESC medium loading criteria at a minimum.

SPONSOR: Daniel Sanders

STAFF 1-65 Please provide the total number of distribution poles that failed due to the May 2024 Derecho. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

0

SPONSOR: Daniel Sanders

STAFF 1-66 Please provide the total number of distribution poles that failed due to Hurricane Beryl. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

BEC did not experience any pole failures related to Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-67 For each distribution pole that failed due to the May 2024 Derecho or Hurricane Beryl, please provide the date of the last inspection and explain the planned frequency of those inspections. Additionally, please provide the most recent inspection report for each pole that failed.

RESPONSE:

BEC did not experience any pole failures due to the May 2024 Derecho or Hurricane Beryl.

SPONSOR: Daniel Sanders

STAFF 1-68 Should the PUCT require utilities to construct and maintain distribution feeder equipment located in a hurricane prone area to a certain NESC standard? If so, which ones? If no, why not?

RESPONSE:

No opinion at this time.

SPONSOR: Daniel Sanders

Transmission Infrastructure

STAFF 1-69 Please explain your process for evaluating the hardening of transmission lines. If you file an annual storm hardening report under 16 TAC § 25.95, do not merely recite information provided in those filings. In your response, please include an explanation for the following:

a. How frequently this evaluation is conducted?

b. What criteria is utilized for this evaluation?

c. When do you decide to harden transmission lines?

RESPONSE:

Bartlett Electric Cooperative does not own any transmission lines.

SPONSOR: Daniel Sanders

STAFF 1-70 Please provide the number of transmission structures that were in service before the May 2024 Derecho In your response, please provide quantities by structure type and NESC wind loading criteria of the structure.

RESPONSE:

Bartlett Electric Cooperative does not own any transmission lines.

SPONSOR: Daniel Sanders

STAFF 1-71 Please provide the total number of transmission structures that failed due to the May 2024 Derecho. In your response, please provide separate quantities for each structure type and NESC wind loading criteria of the structure, and separately identify the number of structure failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

Bartlett Electric Cooperative does not own any transmission lines.

SPONSOR: Daniel Sanders

STAFF 1-72 Please provide the total number of transmission structures that failed due to Hurricane Beryl. In your response, please provide separate quantities for each structure type and NESC wind loading criteria of the structure, and separately identify the number of structure failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

Bartlett Electric Cooperative does not own any transmission lines.

SPONSOR: Daniel Sanders

STAFF 1-73 For each transmission structure that failed due to the May 2024 Derecho or Hurricane Beryl, please provide the date of the last inspection and explain the planned frequency of those inspections. Additionally, please provide the most recent inspection report for each structure that failed.

RESPONSE:

Bartlett Electric Cooperative does not own any transmission lines.

SPONSOR: Daniel Sanders

Vegetation Management

STAFF 1-74 Provide the following information concerning your vegetation management staff:

a. Provide the current size of your vegetation management staff. Your response should include a separate figure for full-time staff and independent contractors.

b. Provide the average size of your vegetation management staff over the last 5 years. Your response should include a separate figure for full-time staff and independent contractors.

c. Please explain how you determined the appropriate level of full-time vegetation management staff for each of the last 5 years.

d. Provide the cost difference per circuit-mile between using contractors versus in-house vegetation management crews.

e. Whether you retain an arborist as part of your permanent vegetation management staff or have an arborist consult with your vegetation management crews.

RESPONSE:

a) BEC maintains vegetation maintenance contracts. Contractors supply ample support to maintain a 5-year trimming cycle on all circuits. Additional resources are made available during major event response.
b) BEC contractors maintain 8 full time personnel on our system. They have additional resources throughout the State of Texas that are available during major events.
c) The size of BEC's service territory allows a single contractor to provide routine ROW trimming, additional resources are made available during major events.
d) BEC depends on vegetation maintenance contractors to supply ample support to maintain a 5-year trimming cycle on all circuits. Additional resources are made available during major event response.
e) All vegetation management is contract labor.
f) BEC contractors have arborists on staff.

SPONSOR: Daniel Sanders

STAFF 1-75 Please describe the minimum clearance standard for vegetation along transmission and distribution power lines at various voltage levels and how these clearances were derived based on your service territory.

RESPONSE:

BEC maintains a 10' minimum clearance standard for vegetation along distribution powerlines at all primary voltages. This clearance standard is based on NESC minimum approach standards.

SPONSOR: Daniel Sanders

STAFF 1-76 Does your company incorporate any inspection of high customer count circuit segments to proactively identify problematic vegetation for circuits that may be outside their normal cycle period?

RESPONSE:

Yes

SPONSOR: Daniel Sanders

STAFF 1-77 Please provide inspection logs and field reports from workers who performed VM services in the Impacted Area for the past five years.

RESPONSE:

See attachment 5.

SPONSOR: Daniel Sanders

STAFF 1-78 Does your company conduct proactive vegetation management on feeders located in hurricane prone areas? If so, how far in advance of hurricane season do you send out vegetation management crews?

RESPONSE:

Bartlett Electric Cooperative is not located in a hurricane prone area.

SPONSOR: Daniel Sanders

STAFF 1-79 Please provide a list of the circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl, and provide the following information pertaining to the circuits identified:

a. The name of the circuit(s);

b. The date, time, and duration of the outage;

c. The voltage of the circuit(s);

d. A description of the cause of the outage; and

e. The NERC category (Grow-In, Fall-In, Blow-In) associated with the outage.

RESPONSE:

a) Bartlett 1203 and Talbertridge 1202

b)

a. May 16, 2024, 03:36 PM, 11.38 hours
b. May 16, 2024, 09:13 PM, 4.39 hours
c. May 17, 2024, 03:04 AM, 0.89 hours

c) Both are 7,200 volts

d)

a. A large tree fell from outside the ROW onto a 3-phase line close to the substation.
b. A tree branch fell on the service line and caused an outage at the transformer.
c. A tree branch fell on the service line and caused an outage at the transformer.

e)

a. Fall-in
b. Blow-in
c. Blow-in

SPONSOR: Daniel Sanders

STAFF 1-80 Please provide aerial maps of circuits and their easements that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl. Overlay the map with the circuits that received vegetation management treatment for the past 5 years, using a distinct color code for each year. Provide any additional information or details to show clarity.

RESPONSE:

See attachment 6.

SPONSOR: Daniel Sanders

STAFF 1-81 For the May 2024 Derecho and Hurricane Beryl, please provide the percentage of forced interruptions that were related to vegetation issues.

RESPONSE:

For May 16th through 17th, 7% of the forced outages were related to vegetation issues.

For July 6th through 8th, 0% of the forced outages were related to vegetation issues.

SPONSOR: Daniel Sanders

STAFF 1-82 What steps are being taken to address vegetation management and infrastructure issues that contributed to outages or were identified during restoration after the May 2024 Derecho and Hurricane Beryl?

RESPONSE:

To maintain clearance of vegetation to the bare overhead primary conductors, the cooperative will continue to perform the following tasks:

- Clear and trim all substation circuits, both three-phase and single-phase lines on a five-year rotation.
- Utilize a spot clearing crew to handle individual cases and clear and trim for new line extensions or circuit upgrades.
- Apply herbicides using a foliar spray to the right-of-way floor one to two years after clearing.

SPONSOR: Daniel Sanders

STAFF 1-83 When did you last substantively review, augment, or modify your vegetation management plan before July 8, 2024?

RESPONSE:

November 1, 2018

SPONSOR: Daniel Sanders

STAFF 1-84 What percentage of vegetation-related outages were caused by trees or branches outside of the easement or right of way? In responding to this question, please provide both an overall percentage and a breakdown for each county within your service territory that was affected by the May 2024 Derecho or within the Impacted Area for Hurricane Beryl.

RESPONSE:

For May 16th through 17th,

- 100% of vegetation related outages originated outside the ROW.
- Of all outages during this time period, 5% occurred in Milam County with vegetation related outages originated outside the ROW.
- Of all outages during this time period, 2% occurred in Williamson County with vegetation related outages originated outside the ROW.

SPONSOR: Daniel Sanders

STAFF 1-85 Describe your programs or initiatives that are designed to work with property owners to address potentially hazardous vegetation management issues that are outside of the utility easement or right of way.

RESPONSE:

BEC utilizes a hot spot crew to address hazardous vegetation reported by property owners.

SPONSOR: Daniel Sanders

STAFF 1-86 Identify the number of staff that participate in any program or initiative designed to address vegetation management hazards outside of the utility easement or right of way.

RESPONSE:

24 members of operations personnel are trained in vegetation management hazard recognition.

SPONSOR: Daniel Sanders

Staffing and Mutual Assistance

STAFF 1-87 Please state whether you participated in or were a member of any mutual assistance programs on or before July 8, 2024. If yes:

a. Please identify all mutual assistance programs you participated in or were a member of on that date;

b. Please provide copies of any agreements entered as part of your membership or participation in those mutual assistance programs; and

c. Please provide a list of members or participants for each mutual assistance program you are a member or participant in.

RESPONSE:

a) BEC is a member of the Texas Electric Cooperatives (TEC) statewide association and shall coordinate and communicate with TEC if an emergency event or situation requires TEC assistance.

b) See attachment 7.

c) Texas Electric Cooperatives maintains a list of participating members in the mutual assistance program. See attachment 8.

SPONSOR: Daniel Sanders

STAFF 1-88 Please describe, prior to, during, or in the aftermath of Hurricane Beryl how you integrated mutual assistance crews into your existing emergency preparedness and response processes, any coordination challenges you faced in doing so, and how you addressed any such challenges prior to, during, or in the aftermath of Hurricane Beryl.

RESPONSE:

BEC requested no mutual assistance.

SPONSOR: Daniel Sanders

STAFF 1-89 Please describe the command structure and communication protocols used to manage and direct resources from mutual assistance program(s) you received assistance from prior to, during, and in the aftermath of Hurricane Beryl.

RESPONSE:

BEC requested no mutual assistance.

SPONSOR: Daniel Sanders

STAFF 1-90 Please describe the process and timeline for requesting or activating assistance as part of your membership or participation in any mutual assistance program(s) prior to, during, or in the aftermath of Hurricane Beryl.

RESPONSE:

BEC requested no mutual assistance.

SPONSOR: Daniel Sanders

STAFF 1-91 Once you learned of the Hurricane Beryl's potential to affect your ability to provide service to your customers, what specific actions were taken to begin coordinating with and staging mutual assistance resources to respond to service issues resulting from the hurricane?

RESPONSE:

Hurricane Beryl's forecast made it clear that it would have no potential to effect BEC's ability to provide service to our cooperative members.

SPONSOR: Daniel Sanders

STAFF 1-92 Provide the following information concerning mutual assistance received in response to either the May 2024 Derecho or Hurricane Beryl:

a. Identify all mutual assistance programs from which you requested assistance;

b. Describe the specific assistance, including but not limited to the number of damage assessors, vegetation management crews, linesmen, generators, and materials, requested from the mutual assistance program(s); and

c. Provide all documentation of requests made to mutual assistance programs and their responses to your requests.

d. If it is not evident from the documentation provided in response to Staff 1-91(c), please provide the date the request was made, the date the specific assistance requested began arriving in the Impacted Area, and the date by when the specific assistance requested was fully received.

RESPONSE:

a) BEC requested no mutual assistance.
b) BEC requested no mutual assistance.
c) BEC requested no mutual assistance.
d) BEC requested no mutual assistance.

SPONSOR: Daniel Sanders

STAFF 1-93 When you receive responses to requests for assistance from other mutual assistance program participants that confirm their ability to provide the requested assistance, are you able to accept or decline resources being offered as needed, or must you accept all assistance provided in response to a request?

RESPONSE:

BEC is able to accept or decline resources being offered.

SPONSOR: Daniel Sanders

STAFF 1-94 What considerations did you give to reimbursement of costs and expenses incurred by participants of mutual assistance programs when making requests for assistance during the events of Hurricane Beryl?

RESPONSE:

BEC did not make requests for assistance during the event of Hurricane Beryl.

SPONSOR: Daniel Sanders